

United Chargers Portal

Connection Guide and User manual



Charger Models

acharger.ca accepts the following models from United Chargers:



Grizzl-E Smart
• GRS-14-24-P
• GRS-6-24-P



Grizzl-E Smart
Avalanche Edition
• GRS-14-24-AB

Device Set Up

In this Section:

1. Charger Serial Number
2. Login to acharger.ca
3. Add Device
4. Wi-Fi Configuration
5. Connect Charger To Wi-Fi Network
6. Update Charging Station Firmware

Charger Serial Number

The Serial Number is critical for all Connectivity of the Grizzl-E Smart EV Charger.

Before starting, find the Serial number located on the charging label.




Grizzl-E Smart
GRS-14-24-P

UL US [E510712]
EV Supply
Equipment/Charger
LISTED

FC Contains FCC ID:
2ABPY-5B5BD9

Serial Number
[GRS-401100069f]

 Type 4X Enclosure
MFG:2021/03/29

In/Out 208-240VAC, 60Hz, 40A Max
Temperature rating:
-22F to 122F (-30C to 50C)

Login to acharger.ca

Create an Account

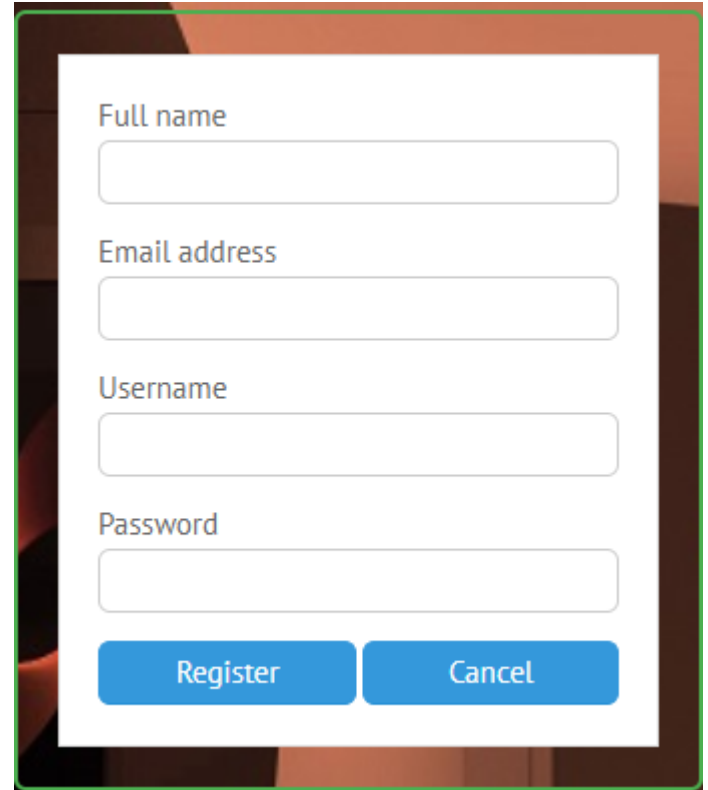
1. Go to <https://acharger.ca>
2. Select the **Login** button.
3. Select the Sign Up button.
4. Enter your Full Name and Email Address.
5. Create a Username and Password.
6. Select the **Register** button.

Login to Account

1. Select the **Login** button.
2. Enter Username and Password.
3. Select the **Sign In** button.

Forgot Password

1. Send an email to info@unitedchargers.com.
2. Include the following information:
 - Username
 - Email
 - Charger Serial Number

A screenshot of a registration form on acharger.ca. The form is white with a dark border and contains four input fields: 'Full name', 'Email address', 'Username', and 'Password'. Below the fields are two blue buttons: 'Register' and 'Cancel'. The form is set against a background of abstract orange and brown shapes.

Full name

Email address

Username

Password

Register Cancel

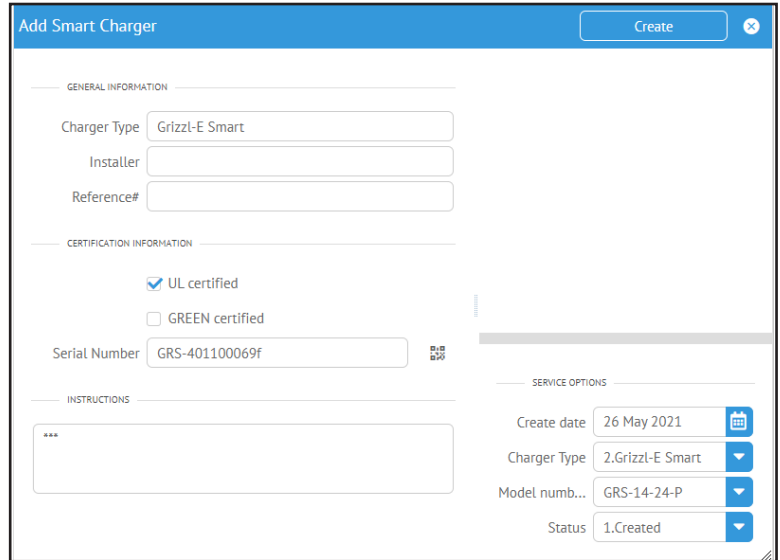
Add Device

Once you have logged on to acharger.ca:

1. Go to the **Charging Stations** tab.
2. Select the **Add** button from the top menu.
3. Enter the Charger Serial Number into the Serial Number Field.

Note: Other information on the unit can be filled out but is not necessary. Only the Serial Number is needed.

4. Select the **Create** button.



The screenshot shows the 'Add Smart Charger' form with the following fields and options:

- GENERAL INFORMATION**
 - Charger Type: Grizzl-E Smart
 - Installer: [Empty]
 - Reference#: [Empty]
- CERTIFICATION INFORMATION**
 - UL certified
 - GREEN certified
 - Serial Number: GRS-401100069f
- INSTRUCTIONS**
 - [Empty text area]
- SERVICE OPTIONS**
 - Create date: 26 May 2021
 - Charger Type: 2.Grizzl-E Smart
 - Model numb...: GRS-14-24-P
 - Status: 1.Created

A 'Create' button is located in the top right corner of the form.

Wi-Fi Configuration

Grizzl-E Smart only connects to a 2.4ghz Wi-Fi frequency. Ensure your network has a dedicated 2.4ghz Wi-Fi band with its own SSID. Before connecting Grizzl-E Smart, check the network frequency in network properties on your PC or Android.

For Dual Band 2.4ghz/5ghz Routers, do one of the following:

- Use a separate SSID for the 2.4ghz and 5ghz networks — for example, network_name and network_name-5G. If the network already has separate SSIDs use the 2.4ghz one. If the networks do not have a separate SSIDs, contact your internet service provider to create a separate SSID.
- On Routers that have the ability, turn off 5G band and connect to 2.4ghz band.
- Install a 2.4ghz Wi-Fi extender with a separate extension network for the charger.
- Grizzl-E Smart will charge with or without a Wi-Fi connection, Without a Wi-Fi connection OCPP Smart Features will not be available.

Before connecting to the network, check the signal strength of the Wi-Fi:

1. Plug in the charger. Ensure indicator light is alternating Blue and Purple.
2. Open the W-Fi settings on your phone or desktop.
3. Select the network **UC_Smart_[ChargerSerial#]**.
4. Open the internet browser on your device.
5. Enter the IP address 192.168.4.1 into the browser search bar.
6. A webpage will load select the **Show Available Networks** button.
7. A list of available networks will display with RSSI Strength and Encryption Type.

Signal Strength

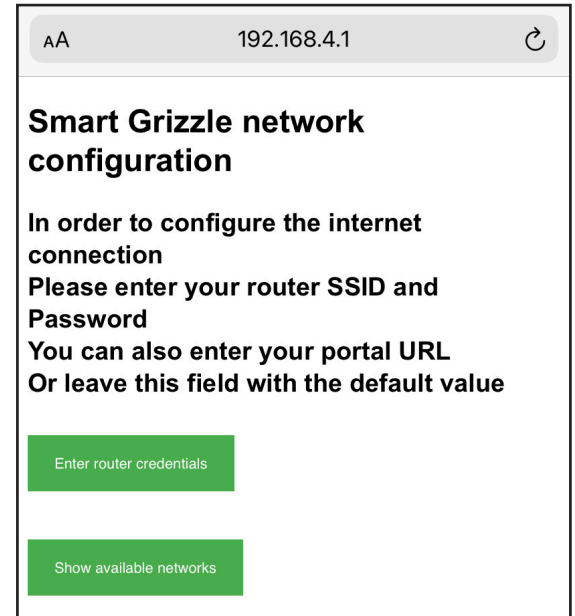
RSSI in dBm	Signal Strength
50	Excellent
60	Very Good
70	Good
80	Low
90	Very Low
0	No Signal

The RSSI must be between 50-79 to update the charger and use smart features. If the RSSI reading is above 80 install a Wi-Fi repeater to increase the signal strength or move the Wi-Fi router closer to the charger.

Connect Charger To Wi-Fi Network

To connect your Grizzl-E Smart to Wi-Fi:

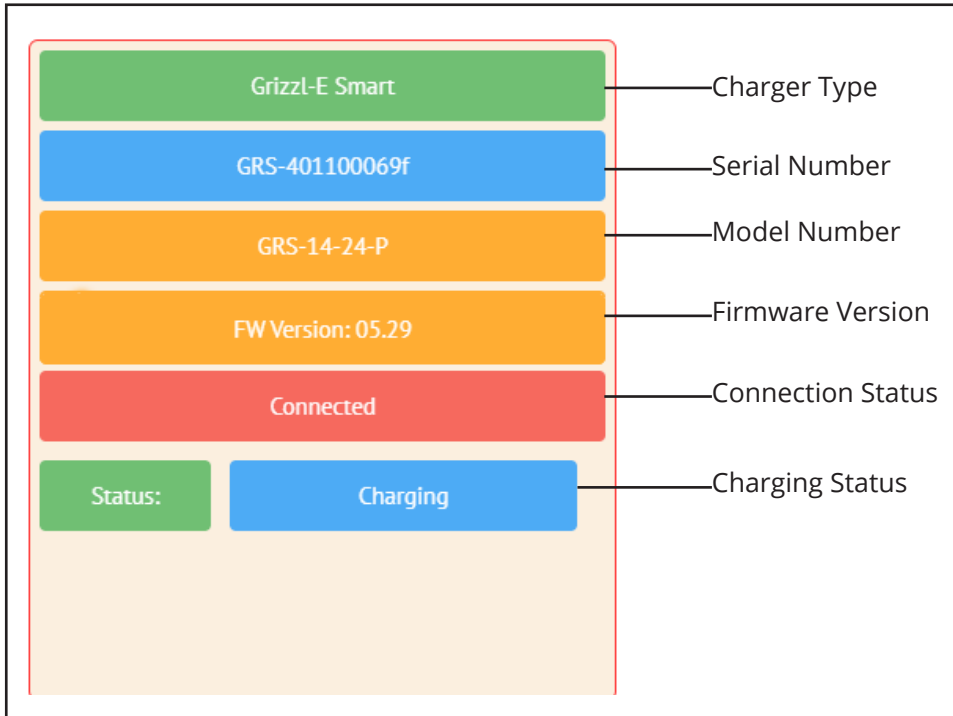
1. Plug in the Charger.
2. Open the Wi-Fi settings on your computer or cell phone.
3. Select the network **UC_Smart_[ChargerSerial#]***.
4. Open your browser.
5. Enter the IP address **192.168.4.1** into the browser search bar.
6. A webpage will load. **Select the Enter Router Credentials** button.
7. Enter the SSID** and Password for your Wi-Fi network. Leave acharger.ca in the Portal URL.
8. Verify that you are connected. If connection is successful the indicator light will alternate between Blue and Light Blue.
9. Disconnect your smartphone from UC_Smart_#### and re-connect to your local network.
10. Close the browser page.



*Note: Your device may state that the Wi-Fi network is not connected to the internet. Continue without Internet until the end of the procedure.

**SSID is the network name.

Ensure Device is Connected



After Connecting the device to the Wi-Fi network and adding the device to acharger.ca ensure the device is connected to acharger.ca.

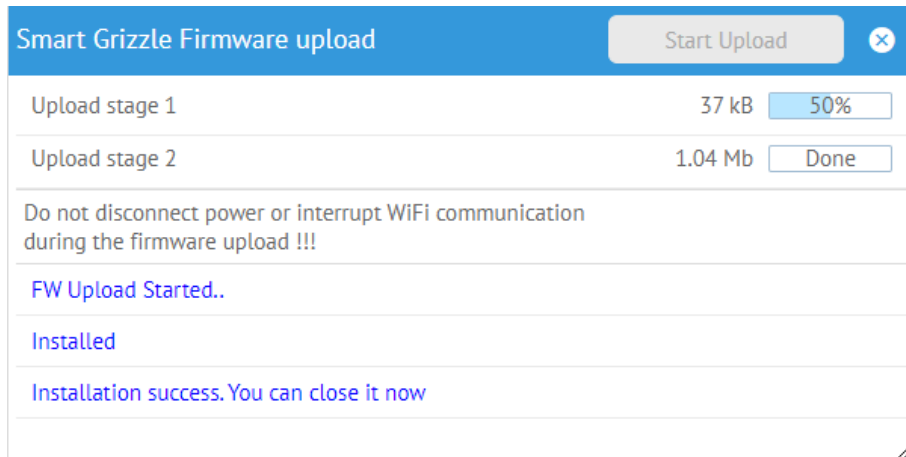
The connection status will show red with Connected.

If the device shows as Not Connected to the acharger.ca portal try the following steps:

- Ensure the Indicator light on the device is alternating between Blue and Light Blue.
- Wait 2 minutes for the charger and portal to establish a connection.
- Refresh the acharger.ca page and log back in.
- Ensure the serial number on acharger.ca matches the one on the label.

Update Charging Station Firmware

1. Ensure the device shows as Connected on acharger.ca. Ensure the charger is not connected to the vehicle.
2. On the Charging Stations tab select the Smart Charging Station. The outline box will appear red when the station is selected.
3. Select the **Firmware Update** button in the top menu. The Firmware Update box will open.
4. Select the **Start Upload** button.
5. Wait for Upload Stage 1 and Upload Stage 2 to complete. Do not interrupt Wi-Fi connection or disconnect the unit's power during the update. When the update is complete both stages will be at 100% and the charger indicator light will go back to Blue/Light Blue alternating.



Smart Grizzle Firmware upload Start Upload ×

Upload stage 1	37 kB	50%
Upload stage 2	1.04 Mb	Done

Do not disconnect power or interrupt WiFi communication during the firmware upload !!!

FW Upload Started..

Installed

Installation success. You can close it now

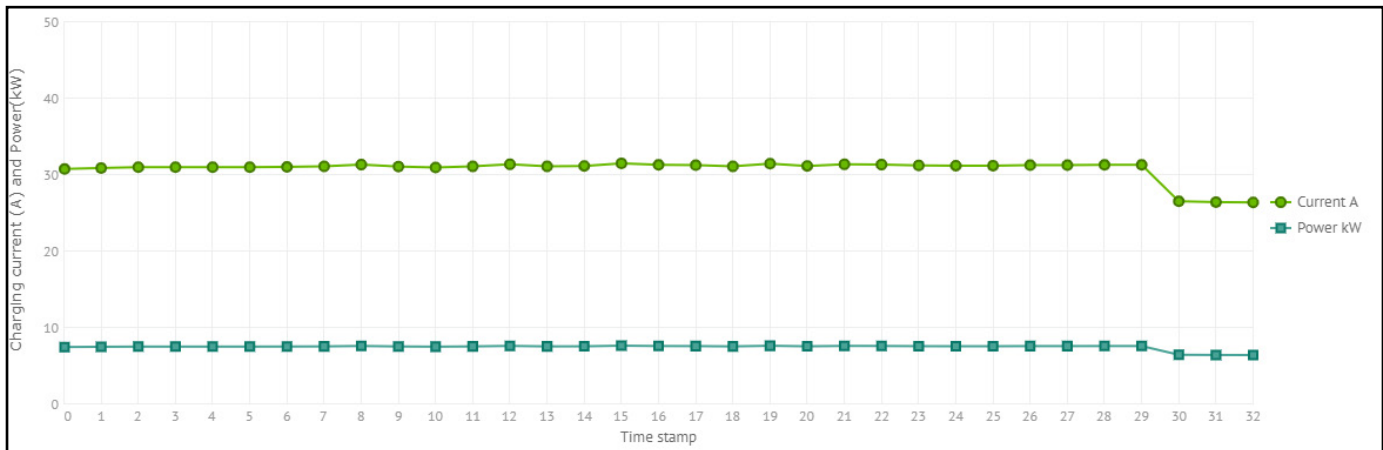
Smart Charging

In this Section:

1. Charge and Get Report
2. Charging Schedule
3. Charging Logs

Charge and Get Report

1. Insert the charging Connector into the EV and ensure the connector is fully seated/locked in place. Once complete, the charging session will begin.
2. Ensure the Charging Status shows charging.
3. When the charging session is finished remove the charging connector and return to the holster.
4. Go to the Reports tab.
5. Select the charging station from the dropdown menu.
6. Select the date range for the reports.
7. Select **Get Report**.



Charging Schedule

Set Up Charging Schedule

1. Go to the **Charging Profile** tab. Ensure the correct Charger Serial number displays at the top of the screen.
2. Set the correct time zone and daylight saving setting. Select the **Update** button.
3. Select the **Add Profile** button from the top menu.
4. Set the **Valid From** and **Valid To** dates.
5. Set the Purpose of the profile. Follow the definitions below to determine the correct Profile Purpose:
 - ChargePointMaxProfile: Only use in load balancing scenarios to limit the power or current to be shared by all connectors of the Charge Point.
 - TxDefaultProfile: Use this profile type to create a default profile for the charger. The charger will follow this profile unless there is an override.
 - TxProfile: This is a transaction-specific profile. It will overrule the default charging profile. Set this type of profile after the connector is inserted into the EV.
6. Next Enter the Kind Type:
 - Absolute: Schedule periods are relative to a fixed point in time defined in the schedule.
 - Recurring: The schedule restarts periodically at the first schedule period.
 - Relative: Schedule periods are relative to the start of the transaction.

7. Select the date and time for the Start of the Schedule. The vehicle will start charging at the time selected.
8. Set the **Charge Limit** to the Maximum Current or Power. For example, if you want to charge at 32A for the first time period, type 32 into the Charge Limit field.
9. Set the Duration for the number of hours you want to charge at the Charge Limit. For example, if you wanted to charge at 32A for 2 hours, type 2 in the Duration field.
10. Select the **Add New Period**. The Duration (minutes) and Charging Current (A) will be graphed on the profile screen.
11. Add additional Charging Periods as desired. Set the Charge Limit and Duration for the next period. Amperage and Duration will be graphed on the profile screen.
12. Select the **Save Profile** button from the top menu. Ensure the profile number shows in the top menu.



Change Charging Profile

If you want to change the time period, duration, or current settings you will need to create a new profile:

1. Select **Clear Profile** button in the top menu. Ensure the message *No Profile found for station* shows on screen.
2. Select **Add Profile**.
3. Set the *StartSchedule* for the date and time you want the profile to start.
4. Set the Charge Limit and Duration.
5. Select the **Add Period** button. A line should be graphed on the Profile.
6. Select **Save Profile**
7. Refresh the page.
8. Login and select the Profile from the top drop down box.

Clear Charging Profile

If you need to charge at a time not specified on the schedule, select the **Clear Profile** button before connecting the vehicle.

Charging Logs

To access the Charging Logs:

1. Go to the **Charge Point Commands** tab. Ensure the correct Charger Serial number displays at the top of the screen.
2. Select the **Refresh Log** button. The log will show.

#	Ocpp Action	CS Status	Timestamp	Error Code	Info	ConnectorId
1	StatusNotification	Faulted	2021-08-27 12:02:33	GroundFailure	GF:1	1
2	StatusNotification	Charging	2021-08-27 11:58:07	NoError	Prep->Charging	1
3	StartTransaction	74110	2021-08-27 11:57:51	0	NA	1
4	Authorize	*	2021-08-27 11:57:50	*	NA	1
5	StatusNotification	Preparing	2021-08-27 11:57:49	NoError	TRP-Av->Pr:12:12:40	1
6	StatusNotification	Available	2021-08-27 11:57:12	NoError	NA	1
7	FirmwareStatusNotification	Installed	2021-08-27 11:57:11	*	NA	1
8	BootNotification	*	2021-08-27 11:57:10	*	NA	-55
9	FirmwareStatusNotification	Downloaded	2021-08-27 11:56:09	*	NA	1
10	StatusNotification	Available	2021-08-27 11:55:23	NoError	NA	1
11	BootNotification	*	2021-08-27 11:55:22	*	NA	-47

3. Use the log to see status of the charger. If the charger is experiencing a Fault contact United Chargers with the error code.